

June 1, 1999

Dear Remedy Customer:

This letter is in response to your recent inquiry about the impact of the year 2000 on Remedy® products. Remedy software currently supports any date value set by the operating system. All date information, such as creation dates, modification dates, and time/date stamps, is generated using the date value provided by the operating system (Microsoft® Windows®, Apple® Macintosh®, UNIX®, and others).

The functionality of the current or listed versions of the following Remedy products will not be impaired by the change to the year 2000. The current versions of these products accurately represent date information within the constraints of the operating systems on which they run:

- Remedy Action Request System® (Version 3.0 or newer, including localized versions)
 - Multi-Processing Server Option™
 - Distributed Server Option™
 - Full Text Search Option™

ARWeb® (Version 2.0 or newer)

Flashboards® (Version 2.0 or newer)

Remedy Help Desk™ (Version 2.0 or newer)

Remedy Help Desk Express™

Remedy Service Level Agreements™

Remedy Change Management™

Remedy Asset Management™

Remedy Customer Support™

Remedy Quality Management™

Remedy Leads Management™

Any other application and solution built on the AR System™ foundation 3.0 or newer.

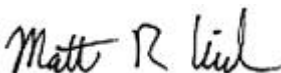
Because Remedy software supports the date value set by the operating system, it is important for customers to confirm that the operating systems in use are, or will be, year 2000 compliant.

The software license agreement provided with the Remedy software includes a Year 2000 certification. That provision states that the Remedy software, when used in conjunction with the Remedy-compatible operating systems described in the Remedy software documentation, will accurately process date data (including, but not limited to, calculating, comparing, and sequencing) from, into, and between the twentieth and twenty-first centuries—including leap year calculations. The provision also assumes that all products (hardware, software, and firmware) used in combination with the Remedy software will properly exchange date data with the Remedy software.

Except for the express warranties stated in Remedy's then current software license agreement, Remedy's software and documentation are licensed "As Is," and Remedy hereby specifically excludes and disclaims all warranties (whether express, implied or statutory) other than those expressly stated in the software license agreement. All other limitations on liability contained in the applicable software product license agreement apply.

Changes may be made periodically to the information herein. Visit Remedy's web site at <http://www.remedy.com> for updates to the foregoing information, updates to the product compatibility matrix, and for the latest Remedy product announcements. Thank you for your interest in Remedy software products and services.

Sincerely,



Matthew R. Miller
General Manager, Core Products Unit